

Library Operations Lead

About Us

Mornington Peninsula Shire is Victoria's destination municipality, characterised by unique townships, highly productive agriculture, world renowned landscapes, tourist regions, and areas of national and international conservation significance within a vital Green Wedge.
The Shire is responsible for a broad range of infrastructure and community services that support the wellbeing and prosperity of our diverse community. With approximately 1,000 employees, it is a busy and vibrant workplace.

What's on Offer

- **Security –** Permanent full-time role, working 35 hours per week across the Mornington Peninsula Libraries network. **Band 6 (Libraries) – $99,732 - $109,561** (excl. super).
- **Culture –** A positive and inclusive work environment underpinned by our values of Integrity, Openness, Courage, Respect and Excellence.
- **Career –** Grow and develop through learning and development opportunities.
- **Job Satisfaction –** Lead and support the delivery of welcoming, high-quality library services that make a meaningful difference to the community.

About the Role

The Library Operations Lead provides operational and workforce leadership to support high-quality library services across the Mornington Peninsula Libraries network. You will help ensure services are delivered safely, consistently and efficiently, with a strong focus on customer experience, service excellence and community outcomes.
Reporting to the Coordinator Library Operations, your core responsibilities include:

- Coordinating operations and resources across the library network, monitoring service delivery, resolving operational issues and maintaining service standards.
- Leading, coaching and developing Library Assistants and floating relief staff, coordinating workforce resources and fostering a collaborative and accountable team culture.



- Delivering responsive, inclusive and knowledgeable customer service, supporting equitable access to information, technology, collections, programs and services.
- Supporting service planning and implementation, reviewing operational practices and contributing to service evaluation, reporting and continuous improvement.
- Maintaining compliance with organisational policies, procedures and workplace health and safety requirements, while building productive relationships with internal and external stakeholders.

The role works across library branches, on the Library Van and in community settings throughout the municipality. Weekend work is required.

About You

- You hold a tertiary qualification in Library and Information Management with eligibility for Associate membership of ALIA, and/or have significant experience in a public library setting.
- You have demonstrated experience coordinating library operations across multiple locations, maintaining service standards, allocating resources, resolving operational issues and implementing service improvements.
- You bring experience leading, coaching and supporting staff, coordinating workforce resources, building capability and managing performance in a customer-focused service environment.
- You have strong frontline customer service experience and highly developed communication, interpersonal, negotiation and conflict management skills, including the ability to respond to complex enquiries and challenging situations.
- You can work independently, manage competing priorities and exercise sound judgement, with experience applying policies, procedures and workplace health and safety requirements and contributing to service planning, risk management and continuous improvement.

A driver's licence, National Police Record Check and Working with Children Check are required.

How to Apply

If this role sounds like you, click **'Apply'**.



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The Mornington Peninsula Shire is committed to creating a diverse and safe environment. We are proud to be an equal opportunity and Child Safe employer. We encourage applications from First Nations people, culturally and linguistically diverse people, people with disabilities, neurodiverse people, and people of all genders, sexualities and age groups.

Mornington Peninsula Shire undertakes a variety of employment screening checks. This includes employment references, Working with Children Checks and Nationally Coordinated Criminal History Check (NCCHC).

Applicants must have valid Australian work rights.

For further information about the role, you can download the **Position Description** by clicking **'Apply'**. For a confidential discussion about this opportunity, please contact: **Claire Grosso, Team Leader – Libraries, 03 5950 3291.**

Applications Close: 11:59pm, 16 November 2026.